

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Elderly Care Home Limited

Location / Core Service address	Date
Avalon Nursing Home 3-5 Nevill Avenue Hampden Park, BN22 9PR Eastbourne	09/06/2020

Dear Avalon Nursing Home,

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

## Assessment Area 1

### Safe care and treatment

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**1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?**

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**Yes** There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.

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**1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?**

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**Yes** Essential equipment, such as personal protective equipment, was available in sufficient quantities to help you manage the impact of COVID-19.

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**1.3 Was the environment suitable to containing an outbreak?**

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**Yes** You had taken steps to ensure the environment was as effective as possible in containing an outbreak of COVID-19.

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**1.4 Were systems clear and accessible to staff, service users and any visitors to the service?**

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**Yes** Systems to ensure the environment were conducive to containing an outbreak of COVID-19 were clear and accessible to people using the service.

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**1.5 Were medicines managed effectively?**

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**Yes** Service users' medicines were effectively managed, despite the increased pressures associated with COVID-19.

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**1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?**

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**Yes** Systems enabled the continued management of known risks, as well as enabling the provider to respond to new and emerging risks, including those posed by COVID-19.

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## Assessment Area 2

### Staffing arrangements

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**2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?**

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**Yes**            There were enough suitably skilled staff to provide people with safe care in a respectful and dignified way during the Covid-19 pandemic.

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**2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?**

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**Yes**            There were realistic and workable contingency plans for staffing shortfalls and emergencies during the COVID-19 pandemic.

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## Assessment Area 3

### Protection from abuse

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**3.1 Were people using the service being protected from abuse, neglect and discrimination?**

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**Yes**            People were being safeguarded from abuse, harassment and discrimination.

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**3.2 Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?**

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**Yes**            Action had been taken to properly respond to incidents, alerts or potential safeguarding incidents at the service.

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## Assessment Area 4

### Assurance processes, monitoring and risk management

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**4.1 Had the provider been able to take action to protect the health, safety and wellbeing of staff?**

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**Yes** Staff health, safety and wellbeing were protected despite the increased pressures associated with COVID-19.

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**4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care**

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**Yes** There were effective systems to monitor the overall quality and safety of care being provided at the service during the COVID19 pandemic.

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**4.3 Is the provider able to support staff to raise concerns during the pandemic?**

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**Yes** Staff were able to raise concerns and were supported to speak up during the pandemic.

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**4.4 Had care and treatment provided to people been sufficiently recorded during the Covid-19 pandemic?**

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**Yes** Care and treatment provided to people is being sufficiently recorded during the Covid-19 pandemic.

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**4.5 Had the provider been able to work effectively with system partners when care and treatment is commissioned, shared or transferred?**

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**Yes** Working arrangements and information sharing with system partners during the Covid-19 pandemic are effective.

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### Overall summary

From our discussion with you on 09/06/2020 and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Infection control practice:

Due to forward planning, the service have had sufficient PPE to protect people and

staff during the pandemic. Infection control guidance and training is provided and updated as guidance changes.

#### Care and treatment for covid19:

Throughout the pandemic you have ensured isolation guidelines are followed and arranged testing. The testing process has been smooth but there have been delays lately with the courier service. New admissions to the home are tested on the day of transfer and isolated as per guidance. You have a designated 'isolation room' where you can isolate people safely.

#### Staff cover:

Staffing levels have remained consistent, You have a contingency plan, which you update regularly as circumstances change. You have not needed to use any agency staff.

#### Staff support and training:

Support systems for staff include supervision and daily meetings. Staff e -training has continued as usual, you have in house trainers for moving and handling and infection control.

#### Management of service:

Systems to protect, and support people and staff have been reviewed throughout the pandemic. Quality assurance systems and processes continue to be completed. Extra infection control measures have been implemented.

#### Communication:

you said GPs and the pharmacist have been supportive and communication was good and had improved since the lockdown. All residents receive a weekly review by their GP. There had been minor issue in March 2020 with medicine provision, but no further problems have been identified.

Enhanced risk assessments have been introduced to ensure close monitoring of peoples' well-being during the pandemic. You have ensured people have contact with their loved ones, for example via video and telephone calls, personalised cards with photographs and arranged sightings.